

Onebox **Call Forwarding.** Everything You **Need to Know.**



How do I turn on call forwarding on a Onebox phone?

How To Activate Immediate Call Forwarding:

1. Within your Onebox portal, click Call Routing.
2. If not already selected: Click Advanced next to the Call Routing header.
3. Under Profiles to the left, click New Routing Profile. The Routing Profile dialog box appears.
4. Name the profile; and if needed, check the Make this Profile the Active Profile box to activate this profile once it is saved
5. Leave the time-based option unchecked.
6. Click Save. Then, in the Add Dial Order dialog box that appears, either select a number or add a new number.
7. Adjust the settings as desired.
8. Click Save.

How do I turn off call forwarding on a Onebox phone?

How To Deactivate:

1. Within your Onebox portal, click Call Routing.
2. Click Advanced next to the Call Routing header.
3. Under Profiles to the left, disable the routing profile you previously created to forward your calls.

1. Get started

Start by forwarding your calls to SAS.

2. Check it

Call your business from another phone to ensure you're forwarded.

3. Have issues

Call your forward number directly to check if the line is working, and try to forward your calls again.

4. We're here

Call 866-688-8912 or visit www.specialtyansweringservice.net



Hello

Call forwarding is how you get your businesses telephone calls to SAS



Easy

No installation necessary - call forwarding is probably already active on your line



Goodbye

Cancel call forwarding when you're ready to answer your own calls again



Onebox **Call Forwarding FAQs.**

**Is *73 used for Onebox?**

No, *73 is not used for Onebox.

**Can I turn off call forwarding with *72?**

No, you cannot turn off call forwarding with *72.

**Does call forwarding also forward text messages?**

No, forwarding your phone does not forward text messages.

**Why am I getting a busy tone?**

If you're getting a busy tone, either forwarding was not done correctly, or the number you are trying to forward to is not active. First try calling the forwarding number directly to make sure it is active. If it is, try the forwarding process again.

**How much does Onebox forwarding cost? Is it free?**

There is no cost to forward with Onebox.

**Where are my forwarding settings?**

You can find your forwarding settings within your Onebox portal.

**Can I activate call forwarding remotely?**

You can activate call forwarding via your Onebox portal.

**Does Onebox have Selective Call Forwarding?**

Yes, Onebox offers Selective Call Forwarding.

**Does Onebox have Conditional Call Forwarding?**

Yes, Onebox offers Conditional Call Forwarding.

**Does Onebox have *71 Call Forwarding?**

No, Onebox doesn't have *71 Call Forwarding.

**How do I know if I've forwarded my Onebox line?**

You can test to see if your line is forwarded by calling your number from a different phone. If your line rings, you are not forwarded.

